

Notice of References Cited	Application/Control No. 10/552,196		Applicant(s)/Patent Under Reexamination NEUMANN, BERND	
	Examiner Gurkanwaljit Singh		Art Unit 3624	Page 1 of 3

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-4,937,743 A	06-1990	Rassman et al.	705/8
*	B	US-5,111,391 A	05-1992	Fields et al.	705/9
*	C	US-5,467,268 A	11-1995	Sisley et al.	705/9
*	D	US-5,623,404 A	04-1997	Collins et al.	705/9
*	E	US-5,682,421 A	10-1997	Glovitz et al.	379/100.05
*	F	US-5,920,846 A	07-1999	Storch et al.	705/7
*	G	US-6,070,155 A	05-2000	Cherrington et al.	705/400
*	H	US-2001/0051905 A1	12-2001	Lucas, Michael T.	705/29
*	I	US-2002/0022984 A1	02-2002	Daniel et al.	705/8
*	J	US-2002/0072956 A1	06-2002	Willems et al.	705/10
*	K	US-2002/0115447 A1	08-2002	Martin et al.	455/456
*	L	US-2002/0161600 A1	10-2002	Stubiger et al.	705/1
*	M	US-2002/0194047 A1	12-2002	Edinger et al.	705/9

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
*	U	L. Haugen, "A Study of Scheduling and Quality of Field-Service Support Systems," Ph.D. Thesis, University of Minnesota, Nov. 1993, pp. 1-251.
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 10/552,196		Applicant(s)/Patent Under Reexamination NEUMANN, BERND	
	Examiner Gurkanwaljit Singh		Art Unit 3624	Page 2 of 3

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2002/0181685 A1	12-2002	Doherty et al.	379/201.12
*	B	US-2003/0003909 A1	01-2003	Keronen et al.	455/434
*	C	US-2003/0028408 A1	02-2003	RuDusky, Daryl	705/8
*	D	US-2003/0120677 A1	06-2003	Vernon, William Earl	707/102
*	E	US-6,606,744 B1	08-2003	Mikurak, Michael G.	717/174
*	F	US-2003/0172002 A1	09-2003	Spira et al.	705/27
*	G	US-2004/0059810 A1	03-2004	Chess et al.	709/224
*	H	US-2004/0064351 A1	04-2004	Mikurak, Michael G.	705/007
*	I	US-6,735,293 B2	05-2004	Doherty et al.	379/201.12
*	J	US-2004/0117046 A1	06-2004	Colle et al.	700/099
*	K	US-2004/0190699 A1	09-2004	Doherty et al.	379/201.12
*	L	US-2004/0193506 A1	09-2004	Zmolek, John	705/027
*	M	US-2005/0010663 A1	01-2005	Tatman et al.	709/224

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 10/552,196		Applicant(s)/Patent Under Reexamination NEUMANN, BERND	
	Examiner Gurkanwaljit Singh		Art Unit 3624	Page 3 of 3

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,879,962 B1	04-2005	Smith et al.	705/22
*	B	US-6,922,687 B2	07-2005	Vernon, William Earl	707/1
*	C	US-6,961,415 B2	11-2005	Doherty et al.	379/201.12
*	D	US-7,171,372 B2	01-2007	Daniel et al.	705/7
*	E	US-7,478,060 B2	01-2009	Goldsmith et al.	705/29
*	F	US-7,620,562 B2	11-2009	Henry et al.	705/9
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.